Idaho's Medicaid Management Information System Molina Medicaid Solutions Status Report November 3, 2010

Summary: Molina is making progress on many of the issues identified by the state, with fixes being applied each week and performance showing continued improvement in system operations. Data reflects the vast majority of providers are being paid consistently, but some provider groups are not. For any providers who are not receiving regular payments for billed services, the state will provide interim payments on an individual basis if necessary. Providers should email the state at EmergencyPaymentRequest@dhw.idaho.gov.

Timeframes for provider specific fixes are being closely monitored in weekly meetings with Molina senior management. The charts below show data on current performance, historical performance, and a brief analysis for each measure.

Acceptance Rate for Claims Submitted

Metrics: Shows claims that are accepted from registered providers. Rejected claims result for such things as missing data elements, the provider number not found or the participant number not found in the Molina system.

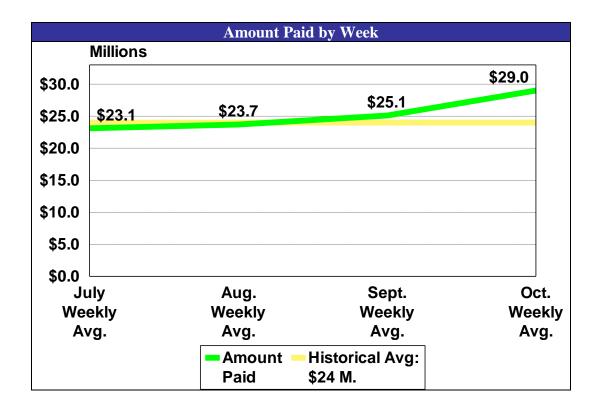
	July Weekly Avg.	Aug. Weekly Avg.	Sept. Weekly Avg.	Oct. Weekly Avg.
Received	131,306	136,694	143,052	216,416
Accepted	98,479	117,447	126,156	196,012
% Accepted	75%	86%	88.2%	90.6%

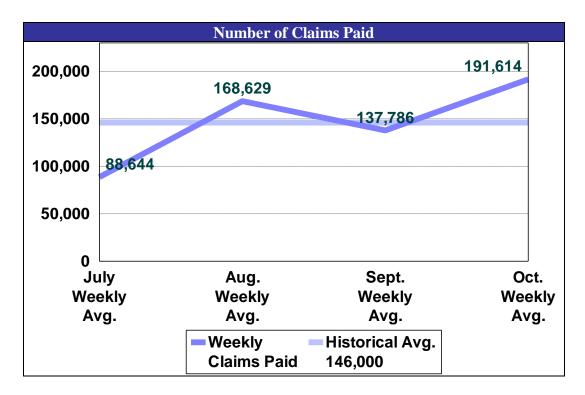
State Analysis: The majority of providers are properly enrolled and their claims are being accepted into the system without problems. The more complex a provider's set-up requirements related to multiple locations and specialties, the more likely the provider has faced system configuration challenges. Resolution may include both configuration changes and related provider training. It is expected that 95% of the claims being submitted should be accepted.

Financial Cycle Data: Dollars and Claims Paid

Metrics: Shows the amount paid each week to providers. Historically, Medicaid averages 146,000 claims and pays out \$24 million each week. Currently, the numbers for some weeks are higher than the historical average because the system is paying many older claims to catch up on unpaid claims.

The chart on the next page does not include two interim payments the State initiated to providers of \$86 million; \$38 million in July and \$48 million in August. Counting those payouts, average weekly Medicaid payments in July averaged \$32.5 million and August averaged \$35.7 million.





State Analysis: Many claims are being paid, including a backlog of claims.

Call Center

Metrics: Shows providers who call for assistance from the Molina call center. 'Abandoned' are callers who hang up while waiting for a service representative without being helped. The state and Molina agree that queue wait times need to be less than five minutes to minimize abandoned calls, which was achieved during October.

Molina Call Center Data	July Weekly Avg.	Aug. Weekly Avg.	Sept. Weekly Avg.	Oct. Weekly Avg.
Total calls	4,569	4,411	3,351	3,614
Taken by reps	2,273	2,531	2,243	3,337
Abandoned	2,296	1,880	766	277
Abandoned %	50%	44%	22.8%	7.7%
Queue wait time/minutes	38:19	34:13	12:55	2:44
Average talk time	10:22	10:20	9:35	8:58

State Analysis: Call center performance is showing acceptable improvement. In June, Molina had 17 service representatives available to take calls; there are now 32 staff taking calls. October's performance shows continued improvement with the abandoned call rate at 8% and average wait time of less than three minutes. We will monitor this closely to make sure this performance continues to improve.

Molina Contact Information

	Email or website	Toll-Free Phone	Toll Free Fax
Member Services	Idmemberservices@molinahealthcare.com	1-866-686-4752	1-877-517-2039
Provider Enrollment	IDproviderenrollment@molinahealthcare.com	1-866-6864272	1-877-517-2041
Provider Services	IDproviderservices@molinahealthcare.com	1-866-686-4272	1-877-661-0974
Technical Services	IDtechnicalservices@molinahealthcare.com	1-866-686-4272	1-877-517-2040
DentaQuest	www.dentaquest.com	1-877-453-8429	

Regional Molina Contacts:

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